

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

TIA a division of the Richards Corporation

Virginia's A.L. Philpott Manufacturing Extension Partnership

The Richards Corporation, Tia Division Achieves AS 9100 Aerospace Qms Registration

Client Profile:

The Richards Corporation/TIA Division has been manufacturing aircraft galley equipment for corporate aircraft, regional jets, and selected military transports since 1967. TIA is located in Sterling, Virginia, and employs more than 25 workers.

Situation:

TIA's customers are beginning to ask their suppliers to become registered to the AS 9100 Aerospace Quality Management Standard based on ISO 9000. The company was anxious to comply with these requests, but needed to implement the AS 9100 system without losing sight of the Federal Aviation Administration (FAA)'s current quality system requirements. The company contacted Virginia's A.L. Philpott Manufacturing Extension Partnership (VPMEP), a NIST MEP network affiliate, for assistance.

Solution:

VPMEP worked with key TIA staff to develop an implementation plan and help the management team gain a better understanding of the AS 9100 standards. VPMEP helped TIA develop processes, create task teams, and develop internal auditor skills as part of the registration requirements. VPMEP coached TIA through every step of the certification process and conducted a pre-assessment audit to ensure TIA's documentation, processes, and skills complied with the stringent requirements of the AS 9100 standard. TIA received its AS 9100 certification at its first official audit. The company's customers are delighted, and TIA has positioned itself to pursue new clients who only do business with AS 9100-registered suppliers.

Results:

Retained 100 percent of existing contracts.

Created 5 jobs.

Won new business.

Saved costs exceeding \$668,000.

Testimonial:

"Virginia's A.L. Philpott Manufacturing Extension Partnership has been a valuable resource in preparing TIA for AS 9100 Aerospace QMS registration. Our

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experience has been very positive, so therefore we would highly recommend their expertise to any company on a similar path."

Debbie Wambaugh, Quality Manager